While such work has not been carried out in any case wherein the deposit was made on or after 16.10.2004, instructions have been given that this work be completed promptly.

Statement

Details of civil and electrical complaint service centre in Vasant Vihar during the last three years

Year	Total complaints	Complaints attended in 48 hours	Complaints attended in 7 days	Balance complaints
2001-02	20354	19923	287	144
2002-03	23548	23425	63	60
2003-04	24794	24117	397	280

Pedestrian protection movement

1891. SHRI R.K. ANAND: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether it is a fact that there is a need to develop a vigorous pedestrian protection movement and city walking to be made safe, convenient and accorded some semblance of dignity; and

(b) if so, what steps have been taken or proposed to be taken to promote city walking and set up pedestrian enclaves and walking streets?

THE MINISTER OF URBAN DEVELOPMENT (SHRI GHULAM NABI AZAD): (a) Yes, Sir. There is need to develop vigorous pedestrian protection movement in Delhi. Though one of the goals of Master Plan of Delhi for transportation is to establish safe pedestrian movement, the same is yet to be fully achieved.

(b) The implementing agencies like MCD, NDMC and PWD have informed that pedestrian friendly footpaths with ramp and railing on roads for protection, sub-ways, foot over-bridges, road signages etc. have been provided wherever necessary subject to availability of land and cooperation of market associations.